

Electronic Acknowledgement Receipt

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International Application Number:	
Confirmation Number:	2566
Title of Invention:	Contact center resource allocation based on work bidding/auction
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Customer Number:	48500
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part /.zip	Pages (if appl.)
1	Information Disclosure Statement (IDS) Filed	IDS_05.pdf	1301822	no	10

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17	NPL Documents	ProductFeaturesGuidetoCall CenterAutomationBrockCont rolSystemsp59.pdf	93494	no	1
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18	NPL Documents	ProductFeaturesguidetocalc enterautomationCRCInfoSys temspage95-1992.pdf	79710	no	1
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22	NPL Documents	VASTVoicelinkApplicationSo ftwareforTeleservicing.pdf	2980970	no	42
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26	NPL Documents	BetterImplementationofIPinL argeNetworks.pdf	1311926	no	14
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National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.